CIMOR MENTAL HEALTH

Customer Information Management, Outcomes & Reporting

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During the months of April and May, the CIMOR Training Team went out on the road to present CIMOR demonstrations at the MRDD and CPS facilities. These demonstrations were intended to allow more staff an opportunity to see what CIMOR looks like and gain a better understanding of the functions being developed. We received very positive feedback as a result of these demonstrations, and appreciate the attendance and support given to our trainers.

Along with the feedback, we received a number of questions, and many became "frequently asked questions" (FAQ's) as the demonstrations proceeded across the state. This issue of CIMOR News Today will present several of the FAQ's and responses.

CIMOR FAQ's

Staff: *We always work on fiscal year basis to determine our financial situation, which means we need to know what we anticipate spending by the end of the fiscal year. How will CIMOR support the fiscal year details?*

I-Team: CIMOR will have actual encumbrances and expenditures available based on services entered. These expenditures will be compared to each facility's allocation on screen and through special reports.

Staff: *Does the DMH ID in CIMOR equal the State ID?*

I-Team: Yes, DMH ID in CIMOR is the primary identifier, just as State ID is in CTRAC. The DMH ID will become the primary identifier for filing and reference purposes, although other identifiers will also be available for each consumer as needed.

Staff: *How does CIMOR show the legal commitment status of a consumer?*

I-Team: In CIMOR, the Episode of Care will include details of a consumer's commitment status. This information will be available on screen and on the Episode of Care Summary.

Staff: *Where does CIMOR record the indicator for "duty to warn"?*

I-Team: CIMOR's Special Needs screen contains various indicators of consumer-specific needs. The indicators will include an option for "Duty to Warn". When selected, this indication will also display on the CIMOR header area so it is visible as soon as a consumer's record is opened.

Staff: *How do you find whom to contact regarding a consumer, such as an emergency contact?*

I-Team: Consumer information in CIMOR includes Consumer Resources. The resources can be identified as primary and/or emergency contacts and will also record and display the contact's phone number. This information is available on the Consumer Resources screen as well as the Consumer Face Sheet.

Staff: *Habilitation Centers track which days a consumer is in a bed, and the movement in and out of the bed for hospital stays, home visits, etc. How will this tracking of consumers be handled?*

I-Team: CIMOR includes a Bed Assignment function, which handles bed leave status codes that relate to billing. As the user indicates when a consumer is on leave from the bed, the cost for billing will be automatically calculated based on the days in various bed leave status codes.

Staff: *Will CIMOR be able to show me which beds are unassigned and available in my organization?*

I-Team: Yes. CIMOR provides a view of both assigned and available beds under My Organization. The information will be available as a list on screen as well as in printed report format.

Staff: *When iiTS is available in CIMOR, will it replace the iiTS system currently in operation?*

I-Team: Yes, iiTS is being redeveloped to fit in with CIMOR and will be accessible from the CIMOR Navigator.

Staff: *How will staff and supervisors be able to view Case Notes in CIMOR?*

I-Team: Case Notes will be entered in CIMOR on the Services screen, using a non-billable service code. The notes will be accessible by anyone who has security authority to them.

Staff: *How do you indicate in CIMOR what case manager team a consumer is assigned to?*

I-Team: In CIMOR, a case manager is added as a Consumer Resource - Staff/ Interested Party for the Consumer. This will support assignment of consumers to specific case managers. In addition, Consumer Groups can be formed under My Organization, and those groups can be used to assign consumers to a specific case manager.